



1 HOUSE RESOLUTION

2 WHEREAS, The General Assembly finds that it is in the best  
3 interests of Illinois and of Illinois families and children  
4 that families escape poverty and achieve financial progress  
5 through employment; and

6 WHEREAS, It is in the best interests of Illinois employers  
7 and the Illinois economy that workers be healthy, stable, and  
8 productive; and

9 WHEREAS, The General Assembly has created programs that  
10 support the work effort of lower income workers, including the  
11 programs under Articles IV, V, and VI of the Illinois Public  
12 Aid Code, as well as the Food Stamp Program and the programs  
13 under the Children's Health Insurance Program Act; and

14 WHEREAS, The General Assembly finds that data and reports  
15 submitted by the Department of Human Services will be useful in  
16 determining whether the administration of certain of these  
17 programs is effective in helping the programs accomplish their  
18 purpose of supporting the work effort of lower income workers;  
19 therefore, be it

20 RESOLVED, BY THE HOUSE OF REPRESENTATIVES OF THE  
21 NINETY-FOURTH GENERAL ASSEMBLY OF THE STATE OF ILLINOIS, that  
22 the Department of Human Services has agreed to the following  
23 provisions and will develop outcome statements, measures,  
24 data-based performance indicators or targets, and reports  
25 necessary to reflect current program participation and the  
26 delivery of services in the local offices; and be it further

27 RESOLVED, That the outcome measures will address but not be  
28 limited to program participation and the delivery of quality  
29 services in the Temporary Assistance for Needy Families (TANF)  
30 program, the Food Stamp program, and all medical assistance

1 programs for children and families; and be it further

2 RESOLVED, That for each outcome measure, the Department of  
3 Human Services shall develop performance indicators to help  
4 assess the level of attainment of the outcome measures; to the  
5 extent possible, the performance indicators shall be drawn from  
6 administrative data available; and be it further

7 RESOLVED, That in first year of enactment by July 2006, the  
8 Department shall provide the established outcomes statements  
9 and designated indicators to the Social Services Advisory  
10 Council for comment; after the year of enactment, the Social  
11 Services Advisory Council shall be consulted by the Department  
12 on changes to the outcomes and indicators; and be it further

13 RESOLVED, That in determining program participation for  
14 all relevant programs, indicators or targets shall include, but  
15 need not be limited to, the following:

16 (1) as of the date of the data collected for the  
17 initial report, a caseload profile for each Department of  
18 Human Services local office showing the numbers of cases  
19 receiving Food Stamps, Medicaid, TANF, and Medical  
20 Assistance (including KidCare and Family Care); for each  
21 program, the caseload profile as to each local office shall  
22 also show the percentage of caseload employed; for TANF,  
23 the caseload profile as to each local office shall also  
24 show the percentage employed full-time, the percentage  
25 employed part-time, and the percentage of caseload engaged  
26 in documented social, health, or educational activities  
27 instead of employment; by program, aggregate data shall be  
28 provided that is relevant and available;

29 (2) as available, statewide, the number of people  
30 enrolled in one program who are income-eligible for one or  
31 more other programs and the number of those who are  
32 enrolled in such other programs;

33 (3) statewide, the number of participants in TANF who

1 are participating, as full or partial compliance in program  
2 work requirements, in activities related to mental  
3 illness/depression, substance abuse, low literacy,  
4 domestic violence, or a physical disability; as part of  
5 this indicator, the number of people in the caseload  
6 identified as having one or more of these barriers to  
7 employment, the number of funded "slots" for employment and  
8 training, the extent to which these slots are filled, and  
9 the numbers of people needing these services who are not  
10 receiving them due to the unavailability of a funded  
11 program "slot";

12 (4) as available, the number of individuals in any of  
13 these programs whose first language is not English, and the  
14 number who are provided translation services; in addition,  
15 the number of families whose first language is not English  
16 who participate in TANF or Food Stamps and who are  
17 participating in English as a Second Language classes; and

18 (5) as available, the number and percentage of program  
19 exits based on increased income, compared to the number and  
20 percentage of exits based on other factors; and be it  
21 further

22 RESOLVED, That in developing an outcome related to the  
23 delivery of quality services in the local offices, indicators  
24 can include, but need not be limited to:

25 (A) the ratio of caseworkers to cases in each program  
26 by local office;

27 (B) the ratio of non-English-speaking cases to  
28 caseworkers who speak the appropriate language by office;

29 (C) the impact in service delivery improvement by  
30 technological upgrades made in local offices, case  
31 processing, and application processes;

32 (D) the average time elapsed between the date of  
33 application and the date of disposition of the application  
34 in each program;

35 (E) as available, the number and percentage of

1 recipient families transitioning from Medicaid to Family  
2 Care;

3 (F) as available, the number and percentage of  
4 recipient families transitioning from Medicaid to Kid Care  
5 Assist, from Kid Care Assist to KidCare Share, and from  
6 KidCare Share to KidCare Premium;

7 (G) as available, the number of applications denied and  
8 the number of cases closed for procedural reasons (reasons  
9 other than substantive eligibility criteria based on  
10 income and family circumstances); and

11 (H) as available, the number of administrative appeals  
12 filed or related data to such information; and be it  
13 further

14 RESOLVED, That the Department of Human Services shall  
15 conduct a hearing on the administration of public assistance  
16 programs at the local office level not later than May 2007; the  
17 hearing shall include testimony of people randomly selected  
18 from the Department's caseload who have used the programs,  
19 officials familiar with the status of technology used in the  
20 administration of programs in the local offices, and Department  
21 workers engaged in the administration of programs in the local  
22 offices; the hearing shall be held so that the proceedings may  
23 be included in the October 2007 report; and be it further

24 RESOLVED, That the Department of Human Services shall  
25 examine the feasibility of retaining external assistance to  
26 develop a report on an estimate of the number of people in  
27 Illinois potentially eligible for each program, and the number  
28 of people enrolled in each program broken down as to both  
29 potential eligibles and actual enrollees by categories of race,  
30 national origin, and work status, insofar as the administrative  
31 data for each program tracks race and national origin; and be  
32 it further

33 RESOLVED, That the Department of Human Services shall

1 prepare a report and present it to the Social Services Advisory  
2 Council on October 1, 2006 reflecting existing outcome measures  
3 and available data, indicators, or targets covering the period  
4 July 1, 2005 to June 30, 2006; thereafter, the Department shall  
5 prepare an annual report of performance indicators based on  
6 data for the previous fiscal year July 1 to June 30 and, to the  
7 extent possible, include indicators listed herein; it shall  
8 also include a summary of the testimony provided at the hearing  
9 as well as information available pertaining to the estimate of  
10 all eligible populations; pending concurrence between the  
11 Department and the Social Services Advisory Council,  
12 additional performance indicators may be added to the report;  
13 and be it further

14 RESOLVED, That subsequent to the submittal and review of  
15 the October 2007 report, the Department of Human Services in  
16 conjunction with the Social Services Advisory Council will  
17 determine what additional action is necessary, including the  
18 need for additional hearings and reports; and be it further

19 RESOLVED, That a copy of this Resolution be delivered to  
20 the Director of Human Services.